

**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES**

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Program ID / Title: AGS 244/Surplus Property Management

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I. Goals

To effectively and efficiently provide customers (donees) with surplus property items and continue to be fiscally solvent with revenues equaling or exceeding expenditures.

II. Objectives and Policies

- A. #1 - Improve the control and accounting of surplus property by continuing to enhance the branch's inventory management system and warehouse operations.
- B. #2 - Improve and maintain the database of donees' requests for surplus property to better meet their needs and expectations.

III. Action Plan with Timetable

- A. Objective/Policy #1 - Improve the control and accounting of surplus property by continuing to enhance the branch's inventory management system.

- 1. Past Year Accomplishments

- a. Eliminated old items from warehouses that were not being purchased because they were broken or out-of-date.
 - b. Useable storage areas were increased by repairing the roofs of the central and secondary warehouses. .

- 2. Year One

- a. Establish an area for receiving and staging outbound freight.

- b. Procure a flatbed truck and forklift to increase operational efficiencies.
 - 3. Two Years
 - a. Improve the office's internal communications by installing an intercom system.
 - 4. Five Years
 - a. Purchase new application software and/or equipment.
 - b. Continue to assess the impact of the new systems on program results and make necessary improvements.
- B. Objective/Policy #2 - Improve and maintain the database of donees' requests for surplus property to better meet their needs and expectations.
 - 1. Past Year Accomplishments
 - a. Completed the database of vehicles requirements by order of donees' requested dates.
 - b. Started the compilation of the database for equipment and furniture requested by donees.
 - 2. One Year
 - a. Complete the database of equipment and furniture requirements by donee, category, and requested date.
 - 3. Two Years
 - a. Provide donees the capability to update the requirements database using the Internet, adding items they need and deleting items they do not need.

4. Five Years

- a. Monitor and adjust the office's website to improve customer satisfaction.

IV. Performance Measures

- A. Customer Satisfaction measure - Perform trend analyses on the customer base of the Surplus Property Management Program to include number of participating donees and percentage of participating donees.
- B. Performance Standard measure - Perform trend analysis on inventory adjustments.
- C. Cost Effectiveness measure - Perform long term and comprehensive trend analyses annually of the financial net gain or loss of the Surplus Property Management Office.